

# Sharing Lessons Learned

**Navy personnel and civilians are valuable sources of knowledge, information and expertise. Their ideas can produce benefits, save costs, improve safety, and increase productivity.**

**By Alonzo Branch**

**A**fter-action reports following real-world events and exercises are an excellent way to leverage the professional knowledge and experience of Commander, Navy Installation Command's Sailors, civilians and contractors. These reports are critical to analysis and development of corrective action plans and mitigation strategies.

One of the "best practices" for the Training and Readiness Shore Response Plan Branch (CNIC N72) is the Shore Lessons Learned Program (SLLP), which shares information and learning across the CNIC shore enterprise. The program provides a way to review commandwide issues, ensuring they are tracked, resolved, and verified.

"The SLLP's vision is to ensure knowledge gained through this process is shared with all stakeholders," said Bill Clark, training and readiness shore response plans branch head of CNIC N72. Clark added that by sharing, it enables implementation as best practices and formulation of doctrine, organization, training, material, leadership and education, personnel, and facilities (DOTMLPF) solutions to enhance overall shore readiness.

SLLP connects existing lessons-learned initiatives. It provides a series of tools that make it easier to transfer learning and information, involving a broad network of individuals and contributors.

SLLP is more than a single system or process. It is a multifaceted initiative that uses information technologies to link site lessons-learned programs, rapidly transfer time-critical lessons learned, share information to key points of contact, report upcoming events such as conferences and workshops, and provide access to pertinent information available outside of the CNIC community.

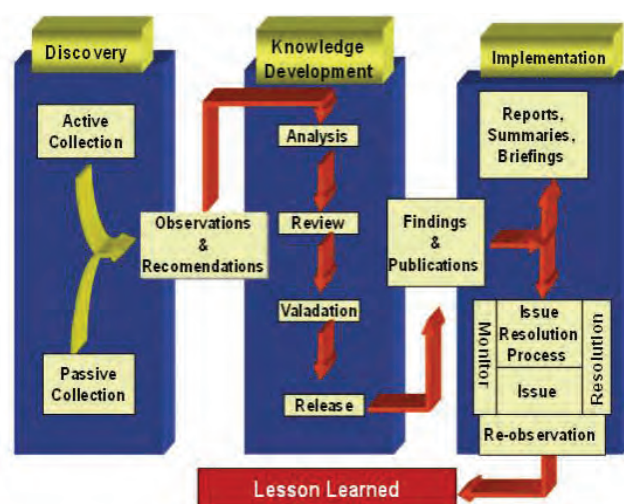
## SMART REPOSITORY

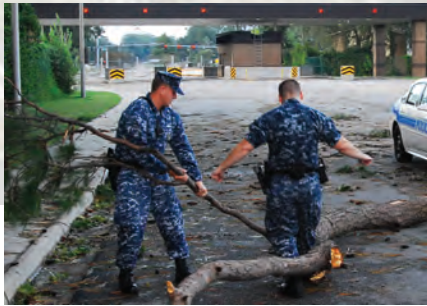
CNIC observations and recommendations (O&Rs) reside within the Joint Lessons Learned Repository (JLLR), giving regions and installations access to all shared information maintained within the repository. Knowledge gained from previous O&Rs enables commanders and organizations to improve situations, techniques and processes to better perform assigned tasks and missions. The overall quality of information within the JLLR is directly linked to the quality of submissions received via after-action reports (AARs).

The Joint Lessons Learned Information System (JLLIS) was designed to be used as a DoDwide system to enable the collection, analysis and distribution of O&Rs and best practices across the full spectrum of DoD operations worldwide.

JLLIS is the tool used in the database that contains more than 10,000 O&Rs. JLLIS is the Navy's system of record for observations, lessons

## Lessons Learned Process Overview





Base clean up after Hurricane Irene at Joint Expeditionary Base Little Creek-Fort Story, Va. (Spencer R. Layne/USN)



Commander, Amphibious Forces, U.S. 7th Fleet community support during Operation Tomodachi. (MC2 Eva-Marie Ramsaran/USN)



EODMU6 participates in Exercise Solid Curtain-Citadel Shield. (MC2 Gary Granger Jr./USN)

and AARs and is available via SIPRnet and NIPRnet. Any Navy member, military or civilian, can input their observations into JLLIS. Insights added to JLLIS by CNIC personnel can improve (DOTMLPF) as a whole. Since JLLIS is a joint database, these lessons learned can also be shared with the rest of the Navy and other services.

“If there is a better way to do business, that’s what we want to know,” said Randy Morgan, CNIC N7’s training and readiness program director. This tool can point to a requirement and give commanders the justification to adjust their budgets and manpower to meet that requirement.”

### CAPTURING LESSONS LEARNED

The Navy Lessons Learned Center gives all commands a comprehensive tool to continue to improve support provided to fleet and shore commands. The Naval Lesson Learned Information System, a component of the U. S. Navy, was established in 2004 at the direction of the Chairman of the Joint Chiefs of Staff (CJCSM 3150.25) to provide a central repository of past

experiences and solutions related to every aspect of operations. One of its most important roles is to ensure that after-action reports, O&Rs, and inputs to surveys are passed on to those involved in the decision-making process. O&Rs are also compiled into reports and briefs routinely distributed to leaders who evaluate future requirements and work to affect DOTMLPF solutions.

“It is important that Navy personnel continue to provide their observations and recommendations, lessons learned and AARs so we can ensure that follow-on Navy personnel have the benefit of hard-earned experience prior to crossing the line of departure,” said George Young, CNIC N724’s shore response scheduler. ■

*Mr. Branch is the lessons learned analyst at CNIC N7 Training and Readiness Shore Response Plan Branch.*



Visit the **CNIC Lessons Learned** website at [https://g2.cnic.navy.mil/public/n7ex/lessons\\_learned/default.aspx](https://g2.cnic.navy.mil/public/n7ex/lessons_learned/default.aspx). This site is accessible by authorized government computer systems only.

### LESSONS LEARNED WEBSITES

Navy Lessons Learned ► <https://www.jllis.mil/navy>

Joint Lessons Learned NIPR ► <https://www.jllis.mil>

Joint Lessons Learned SIPR ► <http://www.jllis.navy.smil.mil>

Department of Homeland Security Lessons Learned ► <https://www.llis.dhs.gov>

Federal Emergency Management Agency Lessons Learned ► <https://www.llis.dhs.gov/index.do>

Center for Army Lessons Learned ► <http://usacac.army.mil>

Marine Corps Center for Lessons Learned ► <https://www.mccll.usmc.mil>

Air Force University Lessons Learned ► <http://www.au.af.mil/au/awc/awcgate/awc-lesn.htm#writing>

Naval Operational Medical Lessons Learned Center ► <https://www.jllis.mil/nomi/>